

TIME WARNER CABLE BUSINESS CLASS

# Business Class Phone

As a business owner, you need one provider who can reliably deliver all of the powerful communication solutions necessary to compete in today's market. Time Warner Cable's Business Class Phone allows you to receive your Internet, Phone, Cable TV, Ethernet and Mobile services from one single provider.

Business Class Phone requires no investment in new equipment and allows you to keep your existing telephone numbers. In addition, you can also control the features of your phone service — enabling you to configure each line independently in order to meet your specific feature and call restriction requirements.

You can update these features in real-time to support your call management needs with our Business Class Voice Manager. This web-based portal enables Business Class Phone customers to control the provisioning and configuring of features, such as the ability to listen to voicemail online, Account Code Setup and remote access to Call Forwarding.

Important business-oriented features like Hunting, Inbound and Outbound Call Restrictions, Account Codes and Three-Way Call Transfer are included at no additional cost. Other optional features, including Business Groups, Auto Attendant, Group and Shared Mailboxes, are available at low monthly rates, making Business Class Phone an ideal choice for your voice communication needs.

Time Warner Cable Business Class offers a comprehensive suite of Internet, Phone, Cable TV, Ethernet and Mobile solutions. Contact your local Time Warner Cable office for a free consultation today on how we can help you best meet your business communication requirements.

- > **Convenience:**  
Easily provision and configure phone features on-demand with our real-time customer portal Business Class Voice Manager.
- > **Reliability:**  
Private, secure and reliable network resulting in high-quality call clarity.
- > **Customer Support:**  
Local, dedicated customer support representatives are available any time of day.
- > **Compatibility:**  
Works with industry-standard faxes, security systems, key systems and point-of-sale machines.

# Business Class Phone

## Benefits

- > No need to monitor long distance usage. Call anytime, anywhere within the United States, Canada, Puerto Rico, U.S. Virgin Islands, Guam and Saipan for a flat monthly fee
- > Business Group Features allow a group of telephone numbers to share calls and specialized calling features (Extension Dialing) for increased productivity
- > Discounts offered for bundling of services
- > Keep current telephone numbers and existing telephone equipment
- > Crystal-clear digital connections for all voice communications
- > One invoice for all Time Warner Cable services
- > Local, dedicated customer support

## Features

- > **Voice Manager** enables businesses to self-manage the features of their Business Class Phone, including voicemail online
- > **Caller ID via AIM** allows users logged into AOL Instant Messenger to view caller ID information
- > **Auto Attendant** allows a designated telephone number to be automatically answered with a user-defined menu
- > **Hunting** allows sharing of a group of lines by many individuals for incoming calls
- > **Business Voicemail<sup>†</sup>** is an optional, powerful voice messaging feature
- > **Account Codes** (Verified or Non-Verified) allow customers to assign codes to charge calls to user projects, departments or other special accounts
- > **Three-Way Call Transfer** allows a user to add a third party to an existing two-party call. Call originator can hang up and the remaining two parties can continue the call
- > **Caller ID Blocking/Unblocking** blocks/restores the delivery of the subscriber's name and number when a call is placed
- > **Remote Call Forwarding** enables incoming calls to be routed to another telephone number automatically
- > **Anonymous Call Reject** blocks unwanted calls from callers who restrict sending caller ID information
- > **Inbound/Outbound Call Restriction Options** allow a customer to restrict certain types of inbound and/or outbound calls on a per-line basis
- > **Enhanced 911** automatically provides name, telephone number and address to 911 emergency dispatchers
- > **Optional Unlimited Local and Unlimited In-State Calling Plans<sup>\*</sup>** allow you to choose the plan that best fits your needs
- > **Call Forward/Cancel Call Forward** allows all calls to be forwarded to/restored from a specified telephone number
- > **Call Forward Busy** sends calls to an alternate number when the subscriber's line is busy
- > **Call Forward No Answer** sends calls to an alternate number when the subscriber's line is unanswered after a specified number of rings

<sup>†</sup>Business Voicemail is available at additional cost.

<sup>\*</sup>Additional charges apply for taxes, fees, Directory Assistance, Operator Services, Long Distance calls (outside the local area or the state) and calls to international locations.

Business Class Phone does not include back-up power and should there be a power outage, Business Class Phone, including the ability to access 911 services, will not be available. Offer valid for business customers in Business Class Phone serviceable areas.

**ecr.net**  
**877.392.9246**

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Time Warner Cable Business Class Phone customer premise equipment is electrically powered and, in the event of a power outage or network failure, enhanced 9-1-1 ("E911") services may not be available.

Additional charges apply for taxes, fees, Directory Assistance, Voicemail, Special Calling Features, Operator Services and calls to international locations. Offer valid for business customers in Business Class Phone serviceable areas.

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Breathe Easy...  
We Got IT.